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1 1. A method for designing a knowledge portal for retrieving, organizing and  
2 delivering knowledge to a user belonging to an organization, the method comprising  
3 identifying a community of users belonging to the organization characterized by a  
4 common interest with respect to the knowledge; identifying business processes  
5 executed by the users in said community in accordance with strategies of the  
6 organization; analyzing the business processes to identify specific activities performed  
7 in executing said processes and patterns for performing the respective activities; and  
8 constructing the knowledge portal in accordance with said patterns.

1 2. The method of claim 1 wherein analyzing the business processes to identify  
2 specific activities performed in executing said processes is by developing scenarios for  
3 using the portal in performing the respective activities and examining said scenarios to  
4 identify said patterns for performing the respective activities.

1 3. The method of claim 2 wherein the usage scenarios are examined for recurring  
2 patterns of requests.

1 4. The method of claim 3 wherein the usage scenarios are examined for recurring  
2 patterns of requests selected from the group consisting of type of document, client,  
3 industry, technology, collaboration group, application and any other recurring pattern  
4 observed in the usage scenario.

1 5. The method of claim 2 wherein each scenario associated with a given activity  
2 includes a description of the activity; a form of a request likely to be made by users to  
3 obtain knowledge relevant to the activity; a description of a result expected by the

4 user in response to the request; and a list of known sources of knowledge that may be  
5 used in responding to the request.

1 6. The method of claim 5 wherein the list of known sources of knowledge that  
2 may be used in responding to the request is selected from the group consisting of  
3 documents, databases, web sites, or tools accessible via local area network (LAN), the  
4 organization's intranet, the external Internet, or other electronic means.

1 7. The method of claim 1 wherein said common interest is selected from the  
2 group consisting of a common base of knowledge, tools and processes; a common  
3 way of conceptualizing or organizing that knowledge; and a set of peers with whom  
4 the community of users typically network or collaborate.

1 8. The method of claim 1 including initially identifying business and knowledge  
2 strategies of the organization, and continually comparing the identified specific  
3 activities and patterns for compatibility with the initially identified business and  
4 knowledge strategies of the organization.

1 9. The method of claim 1 wherein constructing the knowledge portal includes  
2 organizing data into a hierarchy of categories and subcategories.

1 10. The method of claim 9 wherein the hierarchy of categories and subcategories  
2 include type of document, support offering, client, industry, technology or any other  
3 categorization taxonomy that the community identifies as intuitive and natural to use  
4 in organizing the knowledge.

1 11. A method for designing a knowledge portal for retrieving, organizing and  
2 delivering knowledge to a user belonging to an organization, the method comprising  
3 the steps of:

4 reviewing strategies of the organization;  
5 identifying a community of users characterized by a common interest with  
6 respect to the knowledge;  
7 identifying business processes executed by the users in said community in  
8 accordance with said strategies;  
9 analyzing the business processes to identify specific activities performed in  
10 executing said processes;  
11 developing scenarios for using the portal in performing the respective  
12 activities;  
13 examining said scenarios to identify patterns therein; and  
14 constructing the knowledge portal in accordance with said patterns.

1 12. The method of claim 11 wherein each scenario associated with a given activity  
2 includes:  
3 a description of the activity;  
4 a form of a request likely to be made by users to obtain knowledge relevant to  
5 the activity;  
6 a description of a result expected by the user in response to the request; and  
7 a list of known sources of knowledge that may be used in responding to the  
8 request.

1 13. The method of claim 11 wherein said common interest includes at least one of:  
2 a common base of knowledge, tools and processes;  
3 a common way of conceptualizing or organizing that knowledge; or  
4 a set of peers with whom the community of users typically network or  
5 collaborate.

1 14. The method of claim 11 wherein the usage scenarios are examined for  
2 recurring patterns of requests.

1 15. The method of claim 14 wherein the usage scenarios are examined for  
2 recurring patterns of requests selected from the group consisting of type of document,  
3 client, industry, technology, collaboration group, application and any other recurring  
4 pattern observed in the usage scenario.

1 16. The method of claim 12 wherein the list of known sources of knowledge that  
2 may be used in responding to the request is selected from the group consisting of  
3 documents, databases, web sites, or tools accessible via local area network (LAN), the  
4 organization's intranet, the external Internet, or other electronic means.

1 17. The method of claim 11 including initially identifying business and knowledge  
2 strategies of the organization.

1 18. The method of claim 11 including continually comparing the identified specific  
2 activities and patterns for compatibility with the strategies of the organization

1 19. The method of claim 11 wherein constructing the knowledge portal includes  
2 organizing data into a hierarchy of categories and subcategories.

1 20. The method of claim 19 wherein the hierarchy of categories and subcategories  
2 include type of document, support offering, client, industry, technology or any other  
3 categorization taxonomy that the community identifies as intuitive and natural to use  
4 in organizing the knowledge.